



Aspire, in partnership with HADD Ireland and The Dyspraxia Association, aims to provide respite support to families of children and young adults who have Asperger Syndrome, ADHD or Dyspraxia in their family homes through a tailored family support programme.

Part 1: Introduction	
Aim of policy	This policy provides guidelines to ensure that the highest standard of care is provided to service users and their families, the rights and welfare of service users are upheld and the rights of staff and volunteers are protected.
Definitions	
Part 2: Rights of the Service User	
Dignity and Value	The dignity of service users and their families must be respected at all times. All decisions must be person centred and incorporate the wishes of the service user's circle of support. Service users must be encouraged and facilitated to make their own decisions to the best of their abilities. Service users and their families will be involved in selected the family support worker assigned to them.
Information	Service users and their families have a right to be provided with information about the service that they are being offered, including: <ul style="list-style-type: none"> • Full information about the organisation • A specification of the service to be provided, the procedures involved and how changes will be handled • The complaints procedure, the code of practice and the partner organisations details
Confidentiality	The staff and volunteers will adhere to the Aspire confidentiality policy (see Appendix I). This policy states that information regarding service users will not be shared with any third party who is not involved in the running of the family support programme, and any breaches will be dealt with immediately by the partner organisations, as per the procedure outlined in the confidentiality policy.
Complaints	All service users, staff and volunteers will be provided with a copy of the Aspire Complaints policy (Appendix II), and complaints will be dealt with as per procedures laid out in the policy.
Non- Discrimination	Service users are entitled to be
Reporting	
Freedom from abuse	
Part 3: Operation of the Service	
Standards	
Travelling	
Health and Safety	
Recruitment	

